Exhibit 300 (BY2008)

PART ONE	
OVERVIEW	
1. Date of Submission:	2006-11-07
2. Agency:	015
3. Bureau:	45
4. Investment Name:	Automated Collection System (ACS) - Major
5. UPI:	015-45-01-14-01-2468-00

6. What kind of investment will this be in FY2008?
Mixed Life Cycle

7. What was the first budget year this investment was submitted to OMB?
FY2008

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap.
The purpose of this Exhibit 300 is to request funding for the Automated Collection System (ACS). ACS is currently a non major system. We anticipate ACS will exceed the $5 M funding threshold in FY2006, therefore, promoting this project to a major status. ACS is a mixed life cycle system within the IRS providing a computerized telephone tax collection system designed to assist collection employees with automatic contact and follow up on delinquent taxpayers. ACS maintains a consolidated database at the Service's Enterprise Computing Center in Martinsburg, WV, with 14 Call Sites across the country. The taxpayer account information is allocated by call site and report information is created for all sites. Workstations located at the Call Sites have access to the database maintained at the Computing Center. ACS processing is grouped into two types of processing: real-time and batch. Real-time processing involves activities performed at an operator or manager workstation. This includes viewing and maintaining the taxpayer data, placing telephone calls through the Automated Call Distributor, updating taxpayer information and recording employee activity and time information for management review and for the control of security and employee profile information. The batch processing involves processing taxpayer account transactions on a daily, weekly, or on-request basis. To maintain current taxpayer accounts payments and master file updates are received during daily and weekly processing. An array of applications are available in a real-time environment where Customer Service Representatives (CRS) can receive and initiate taxpayer calls, display all relevant information regarding a taxpayer delinquency, issue a variety of letter correspondence to either the taxpayer or third party sources, document their conversations with the taxpayer, and schedule the account for future follow-up review or other activity.

9. Did the Agency's Executive/Investment Committee approve this request?
yes

9.a. If "yes," what was the date of this approval?
2006-08-09

10. Did the Project Manager review this Exhibit?
yes

11. Project Manager Name:
Perry, Rick

Project Manager Phone:
202-283-3209

Project Manager Email:
rick.b.perry@irs.gov

12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project.
no

12.a. Will this investment include electronic assets (including computers)?
no

12.b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)	
N/A	
13. Does this investment support one of the PMA initiatives?	
N/A	
If yes, select the initiatives that apply:	

Budget Performance Integration
Expanded E-Government

14. Does this investment support a program assessed using OMB's Program Assessment Rating Tool (PART)?
no
15. Is this investment for information technology (See section 53 for definition)?
yes
16. What is the level of the IT Project (per CIO Council's PM Guidance)?
Level 2
17. What project management qualifications does the Project Manager have? (per CIO Council's PM Guidance)
(2) Project manager qualification is under review for this investment
18. Is this investment identified as high risk on the Q4 - FY 2006 agency high risk report (per OMB's high risk memo)?
yes
19. Is this a financial management system?
no
20. What is the percentage breakout for the total FY2008 funding request for the following? (This should total 100%)

Hardware	0
Software	0
Services	38
Other	62

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities?
n/a
22. Contact information of individual responsible for privacy related questions.
Name
Susan Dennis
Phone Number
(202) 622-5438
Title
Management and Progam Analyst for Office of Privacy
Email
Susan.Dennis@irs.gov
23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval?
Yes

SUMMARY OF SPEND

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated Government FTE Cost, and should be excluded from the amounts shown for Planning, Full Acquisition, and Operation/Maintenance. The total estimated annual cost of the investment is the sum of costs for Planning, Full Acquisition, and Operation/Maintenance. For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated

All amounts represent Budget Authority

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 & Earlier	PY	CY
	-2005	2006	2007
Planning Budgetary Resources	0.000	0.000	0.270
Acquisition Budgetary Resources	0.000	0.000	0.671
Maintenance Budgetary Resources	0.000	0.000	1.136
Government FTE Cost	0.000	0.000	2.766
# of FTEs	0	25	25

Note: For the cross-agency investments, this table should include all funding (both managing partner and partner agencies).

Government FTE Costs should not be included as part of the TOTAL represented.

2. Will this project require the agency to hire additional FTE's?

no

PERFORMANCE

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use Table 1 below for reporting performance goals and measures for all non-IT investments and for existing IT investments that were initiated prior to FY 2005. The table can be extended to include measures for years beyond FY 2006.

Table 1

	Fiscal Year	Strategic Goal(s) Supported	Performance Measure	Actual/baseline (from Previous Year)	Planned Performance Metric (Target)	Performance Metric Results (Actual)
1	2007	Treasury Strategic Goal: Manage the US Governments Finances Effectively IRS Strategic Goals: Improve Taxpayer Service.	Increase system availiability to 21 hours per day from 6:00 am to 03:00 am Eastern Standard Time to 95 percent of the time to improve management of resources an reduce burden on taxpayers.	Currently, the ACS system is available to customers 21 hours per day from 06:00 am to 03:00 am 93 percent of the time.	Customer Service Improved and burden on taxpayers reduced by system availability from 06:00 am to 03:00 am EST 21 hours per day 95 percent of the time.	
2	2007	Treasury Strategic Goal: Manage the US Governments Finances	Improve responsiveness to taxpayers an reduce the burden on them by on-time delivery	Currently ACS is meeting the requested implementation date 92 percent of the	Responsiveness to taxpayers improved and reduced the burden on them by delivering 94	

| | | Effectively IRS Strategic Goals: Improve Taxpayer Service. | of the Request for Information Services (RIS) application program changes. | Request for Information Services (RIS) requested by the business unit. | percent of RIS by the requested date of implementation. | |

All new IT investments initiated for FY 2005 and beyond must use Table 2 and are required to use the FEA Performance Reference Model (PRM). Please use Table 2 and the PRM to identify the performance information pertaining to this major IT investment. Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for at least four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov.

Table 2

Fiscal Year	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Planned Improvement to the Baseline	Actual Results

EA

In order to successfully address this area of the business case and capital asset plan you must ensure the investment is included in the agency's EA and Capital Planning and Investment Control (CPIC) process, and is mapped to and supports the FEA. You must also ensure the business case demonstrates the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture?

yes

2. Is this investment included in the agency's EA Transition Strategy?

yes

2.a. If yes, provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment.

This investment will be identified as Automated Collection System (ACS) in the next release of Treasury EA Transition Strategy. It has passed the SELECT process and is submitting initial architecture infromation via this E-300. The Filing & Payment Compliance (F&PC) Project also addresses the transition and replacement of ACS.

3. Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/.

Component: Use existing SRM Components or identify as NEW. A NEW component is one not already identified as a service component in the FEA SRM.

Reused Name and UPI: A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

Internal or External Reuse?: Internal reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. External reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

Funding Percentage: Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the funding level transferred to another agency to pay for the service.

	Agency Component Name	Agency Component Description	Service Type	Component	Reused Component Name	Reused UPI	Internal or External Reuse?	Funding %
1	Tax Account Management Business Logic	Manages the lifecycle of cases/issues or data for Taxpayer collections	Tracking and Workflow	Process Tracking			No Reuse	95

2	Query	Acs uses query capabilities to perform reporting and analysis.	Search	Query			No Reuse	5

4. To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component: Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications.

Service Specification: In the Service Specification field, Agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

	SRM Component	Service Area	Service Category	Service Standard	Service Specification (i.e., vendor and product name)
1	Process Tracking	Component Framework	Business Logic	Platform Independent	IRS Written Code
2	Query	Component Framework	Data Management	Reporting and Analysis	IRS Written Code

5. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)?

no

6. Does this investment provide the public with access to a government automated information system?

no

PART TWO

RISK

You should perform a risk assessment during the early planning and initial concept phase of the investment's life-cycle, develop a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

Answer the following questions to describe how you are managing investment risks.

1. Does the investment have a Risk Management Plan?

yes

1.a. If yes, what is the date of the plan?

2006-05-01

1.b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?

no

3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule: (O&M investments do NOT need to answer.)

This project is an application that was classified as steady state with enhancement due to Request for Information Services (RIS) from customers SB/SE and W&I for changes to current operations and some legislation. Therefore, ACS has minimal risks as a 'Steady State' system making minor enhancement.

COST & SCHEDULE

Does the earned value management system meet the criteria in ANSI/EIA Standard 748?

no

2.a. What is the Planned Value (PV)?

0.772

2.b. What is the Earned Value (EV)?

0.772

2.c. What is the actual cost of work performed (AC)?	
0.710	
What costs are included in the reported Cost/Schedule Performance information?	
Contractor and Government	
2.e. As of date:	
2006-12-30	
3. What is the calculated Schedule Performance Index (SPI= EV/PV)?	
1	
4. What is the schedule variance (SV = EV-PV)?	
0.000	
5. What is the calculated Cost Performance Index (CPI = EV/AC)?	
1.09	
6. What is the cost variance (CV = EV-AC)?	
0.061	
7. Is the CV or SV greater than 10%?	
no	
7.d. What is most current Estimate at Completion?	
13.311	
8. Have any significant changes been made to the baseline during the past fiscal year?	
no	